

The present invention relates to an interactive voice response system which is coupled to an automatic call distribution system wherein communication terminal equipment communicates a request for reserving an available agent to the automatic call distribution system and the communication terminal equipment is transferred to the reserved agent communication terminal equipment.

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Description of the Prior Art--

On page 2, line 4, cancel the “-” and substitute therefor a --(--.

On page 2, line 5, cancel “unit” and substitute therefor --units--.

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On page 2, line 5, cancel “the” and substitute therefor --this--.

On page 2, line 5, cancel the “-” and substitute therefor a --)--.

On page 2, line 5, cancel the “,” and substitute therefor a --;--.

On page 2, line 6, insert a --,-- after “particularly”.

On page 2, lines 10-11, cancel “for example” and substitute therefor
15
--such as--.

On page 2, line 12, cancel “, respectively,”.

On page 2, line 14, cancel “, respectively,”.

On page 2, line 14, insert --pieces of-- before “information”.

On page 2, line 17, insert a --,-- after “equipment”.

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On page 2, line 17, cancel “, respectively,”.

On page 2, line 18, insert a --,-- after “subscriber”.

On page 2, line 19, insert --also-- after “systems”.

On page 2, line 20, cancel the “,” and substitute therefor a --;--.

On page 2, line 20, insert a --,-- after “particularly”.

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On page 2, line 23, cancel “are” and substitute therefor --is--.

On page 2, line 24, cancel “for example” and substitute therefor
such as--.

On page 2, line 26, cancel “and a” and substitute therefor --wherein--

On page 2, line 26, cancel "therein".

On page 3, line 1, cancel "a" and substitute therefor --the--.

On page 3, line 3, cancel "a".

On page 3, cancel lines 7-9 and substitute the following therefor:

5 --US-A-5,164,981 discloses an interactive voice response system
that is connected both to a communication system as well as to a data
exchange. Operator terminals, to which a list of connection information that
was determined by the voice response system in the connection setup of an
incoming call is communicated with the assistance of a switching equipment,
are connected to the data exchange.

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The publication by M. Stahl, Dialogic's AMX/81 Family of Audio
Multiplexer Products", Speech Technology, MAN-MACHINE VOICE
COMMUNICATIONS, 1987, discloses a system configuration wherein an
incoming call is first communicated to a voice response system. An
automatic call distribution system is connected to this voice response system
wherein this call distribution system is not connected to a communication
system. Potentially under the control of the voice response system, the
incoming calls are forwarded to the automatic call distribution system or,
respectively, to the connected agents or agent communication terminal
equipment.

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US-A-5,546,452 discloses a communication system whereby
interactive voice response systems are connected to a central controller that
is connected to a communication network. Incoming calls are thereby sent
by the central controller to available interactive voice response units and are
processed thereat.--

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On page 3, before line 10, insert the following centered heading:

--SUMMARY OF THE INVENTION--

On page 3, line 10, cancel "The critical" and substitute therefor --A
key--.

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On page 3, line 10, cancel "to be seen therein".

On page 3, line 12, cancel "such".

On page 3, line 12, cancel "a".

On page 3, line 13, insert --such-- after "equipment".

On page 3, line 15, cancel "from this".

On page 3, line 15, cancel "a" before "reservation" and substitute therefor --the--.

On page 3, line 16, cancel ", respectively,".

On page 3, line 20, cancel "thus" and substitute therefor --therefore--

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On page 3, line 20, cancel "a" and substitute therefor --the--.

On page 3, line 23, cancel "an" before "agent" and substitute therefor --the--.

On page 3, line 24, cancel ", respectively, an".

On page 4, line 1, cancel "Advantageously" and substitute therefor --Preferably--.

On page 4, line 2, cancel ", whereby" and substitute therefor --wherein--.

On page 4, line 4, cancel "- claim 2".

On page 4, line 4, insert --the-- after "Given".

On page 4, lines 5-6, cancel "- for example" and substitute therefor --(say)--.

On page 4, line 6, cancel the "-" and substitute therefor a --)--.

On page 4, line 14, cancel "- claim 4".

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On page 4, line 19, cancel "a" and substitute therefor --the--.

On page 4, line 21, cancel ", this" and substitute therefor --. This--.

On page 4, line 22, cancel ", for example,".

On page 4, line 22, cancel "depositing" and substitute therefor --deposits--.

On page 4, lines 23, 24, cancel “- insofar as an agent or, respectively, agent communication terminal equipment is available-”.

On page 4, line 25, insert a --,-- after “equipment”.

On page 4, line 25, cancel “arbitrary”.

5 On page 4, line 26, insert --arbitrary-- before “communication”.

On page 4, line 27, insert a --,-- after “system”.

On page 5, line 1, cancel “advantageous development” and substitute therefor --embodiment--.

On page 5, line 1, insert --present-- before “invention”.

10 On page 5, line 3, cancel “, respectively,”.

On page 5, line 4, cancel “, respectively,”.

On page 5, line 6, cancel “, respectively,”.

On page 5, lines 6-7, cancel “- claim 4”.

On page 5, lines 7-8, cancel “, respectively,”.

On page 5, line 9, cancel “a”.

15 On page 5, line 12, cancel “Advantageously” and substitute therefor --Preferably--.

On page 5, line 15, cancel “- claim 5”.

20 On page 5, line 17, cancel “whereby” and substitute therefor --wherein--.

On page 5, line 19, cancel “advantageous development” and substitute therefor --embodiment--.

On page 5, line 19, insert --present-- before “invention”.

On page 5, line 21, cancel “, respectively,”.

25 On page 5, line 25, cancel “, respectively,”.

On page 5, line 26, cancel “, whereby” and substitute therefor --. As such,--.

On page 5, line 26, cancel “, respectively,”.

On page 5, line 29, cancel “- claim 6”.

On page 6, line 3, cancel "Advantageously" and substitute therefor
--Preferably--.

On page 6, line 4, cancel "- claim 7".

On page 6, line 4, cancel "or, respectively,".

5 On page 6, line 5, insert a --,-- after "request".

On page 6, line 5, cancel ", respectively," and substitute therefor --
an--.

On page 6, line 5, cancel "also".

On page 6, line 5, cancel "a".

10 On page 6, line 7, cancel ", respectively,".

On page 6, line 9, cancel "a".

On page 6, line 10, cancel ", respectively,".

On page 6, line 11, cancel "- claim 8".

On page 6, line 12, cancel ", respectively,".

On page 6, line 13, cancel "as well as" and substitute therefor --or--.

On page 6, line 16, cancel "request" after "reservation" and
substitute therefor --requests--.

On page 6, line 16, cancel "request" after "enable" and substitute
therefor --requests,--.

20 On page 6, line 17, insert a --,-- after "acknowledgments".

On page 6, line 17, cancel "described in patent claims 9-16" and
substitute therefor --contemplated as alternative embodiments--.

25 On page 6, line 20, cancel "may be derived from claims 17 and 18"
and substitute therefor --are also considered in yet further embodiments of
the present invention--.

On page 6, cancel lines 21-24 and substitute the following therefor:

--Additional features and advantages of the present invention are
described in, and will be apparent from, the Detailed Description of the
Preferred Embodiments and the Description of the Drawings.

DESCRIPTION OF THE DRAWINGS--

On page 6, line 25, insert --shows-- after "Figure 1".

On page 6, line 25, cancel "inventive".

On page 6, line 25, cancel "shown" and substitute therefor --of the
5 present invention--.

On page 6, line 25, cancel "a".

On page 6, line 25, cancel "circuit".

On page 6, line 26, insert --form-- after "diagram".

On page 6, line 26, cancel the ";" and substitute therefor a ---.

10 On page 6, line 27, insert --shows-- after "Figure 2".

On page 6, line 27, cancel "shown".

On page 6, line 28, cancel "a".

On page 6, line 28, cancel "circuit".

On page 6, line 28, insert --form-- after "diagram".

15 On page 6, line 28, cancel the ";" and substitute therefor a ---.

On page 6, line 29, insert --shows-- after "Figure 3".

On page 6, line 29, cancel "shown".

On page 6, line 29, insert --the form of-- after "in".

On page 7, before line, insert the following centered heading:

--DETAILED DESCRIPTION OF THE PREFERRED EMBODIMENTS--

On page 7, line 1, cancel "an inventive" and substitute therefor --a--.

On page 1, line 35, cancel "on" and substitute therefor --"ON"--.

On page 7, line 1, insert --of the present invention-- before
"wherein".

25 On page 7, line 3, cancel "is" and substitute therefor --are--.

On page 7, line 3, cancel ", whereby the" and substitute therefor --.

The--.

On page 7, line 5, insert --ACD-- before the ". ".

On page 7, line 7, cancel "whereby" and substitute therefor -- wherein--.

On page 7, line 9, cancel ", whereby" and substitute therefor --such that--.

5 On page 7, line 14, insert a --,-- after "ST".

 On page 7, line 15, insert a --,-- after "realized".

 On page 7, line 15, insert --an-- after "as".

 On page 8, line 2, insert a --,-- after "is".

 On page 8, line 2, insert a --,-- after "turn".

10 On page 8, line 10, cancel "the" and substitute therefor --an--.

 On page 8, line 11, cancel the "-" and substitute therefor a --;--.

 On page 8, line 11, insert a --,-- after "example".

 On page 8, line 12, cancel the "-".

 On page 8, line 15, cancel the "," and substitute therefor a --;--.

15 On page 8, line 15, insert a --,-- after "i.e.".

 On page 9, line 9, cancel ", whereby" and substitute therefor --. As such,--.

 On page 9, line 11, cancel the "-" and substitute therefor --, as--.

 On page 9, line 12, cancel "a" and substitute therefor --the--.

20 On page 9, line 15, cancel "are" and substitute therefor --is--.

 On page 9, line 18, cancel "is" and substitute therefor --it--.

 On page 9, line 19, cancel "an" and substitute therefor --the--.

 On page 9, line 20, cancel ", respectively,".

 On page 9, line 20, insert a --,-- after "subscriber".

25 On page 9, line 21, cancel ", respectively,".

 On page 9, line 23, cancel ", respectively,".

 On page 9, line 25, cancel the "-" before "for" and substitute therefor an --(--.

On page 9, line 25, cancel the “-” after “20” and substitute therefor
a --).

On page 10, line 1, cancel “What these messages effect is described
in a following chapter.”

5 On page 10, line 2, cancel “references” and substitute therefor --
referenced--.

On page 10, line 3, cancel the “,” after “available”.

On page 10, line 3, cancel “, respectively, a”.

10 On page 10, line 6, cancel “, to which end” and substitute therefor
--. Pursuant to this,--.

On page 10, line 8, cancel the “-” and substitute therefor a --;--.

On page 10, line 12, cancel “, respectively,”.

On page 10, line 13, cancel the “-” and substitute therefor a --;--.

On page 10, line 16, cancel “, respectively, an”.

On page 10, line 20, cancel “, respectively,”.

15 On page 10, line 21, cancel “comprise” and substitute therefor --
include--.

On page 10, line 21, cancel “, respectively,”.

20 On page 10, line 24, cancel “A version” and substitute therefor --
Version--.

On page 10, line 24, insert --optionally-- before “can”.

On page 10, line 24, cancel “optionally”.

On page 10, line 25, cancel “, this indicating” and substitute therefor
--which indicates--.

25 On page 10, lines 28, 29, cancel “, respectively,”.

On page 10, line 29, insert --either-- after “interpretation of”.

On page 10, line 29, cancel “, respectively, of”.

On page 11, lines 1-2, cancel “, respectively,”.

On page 11, line 2, cancel “, respectively,”.

On page 11, line 3, cancel the "," before "i.e." and substitute therefor
an --(--.

On page 11, line 3, insert a --,-- after "i.e.".

On page 11, line 4, cancel the "," after "ACD" and substitute therefor
5 a --)--.

On page 11, line 5, cancel ", respectively,".

On page 11, line 6, cancel ", respectively,".

On page 11, line 10, cancel ", respectively, of".

On page 11, line 12, cancel "comprises" and substitute therefor --
10 includes--.

On page 11, line 16, cancel ", respectively,".

On page 11, line 18, cancel the "(".

On page 11, line 18, cancel the ")".

On page 11, line 22, insert --, likewise,-- after "and".

On page 11, line 23, cancel "that".

On page 11, line 23, cancel "likewise".

On page 11, line 23, insert --whether-- before "the".

On page 11, line 25, cancel "long" and substitute therefor --lonq".

On page 11, line 27, cancel "long" and substitute therefor --lonq".

20 On page 12, line 2, cancel "an" before "known" and substitute
therefor --a--.

On page 12, line 2, insert --that-- before "was".

On page 12, line 8, cancel "A" and substitute therefor --The--.

On page 12, line 16, cancel "a" and substitute therefor --the--.

25 On page 12, line 17, cancel "whereby" and substitute therefor --
wherein--.

On page 12, line 18, insert --themselves-- after "numbers".

On page 12, line 18, cancel "and" and substitute therefor --such that-

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On page 12, line 26, cancel ", respectively,".
On page 12, line 27, cancel ", respectively,".
On page 13, line 1, cancel "a status" and substitute therefor --Status-

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On page 13, line 2, insert a --,-- after "example".

On page 13, line 4, cancel "the" and substitute therefor --The--.

On page 13, line 4, cancel ", respectively,".

On page 13, line 5, cancel "a" and substitute therefor --the--.

On page 13, line 7, cancel "the" and substitute therefor --The--.

On page 13, line 7, cancel ", respectively,".

On page 13, line 9, cancel "an" and substitute therefor --the--.

On page 13, line 10, cancel "a" and substitute therefor --A--.

On page 13, lines 10-11, cancel ", respectively,".

On page 13, line 12, cancel "an" and substitute therefor --An--.

On page 13, line 13, cancel ", respectively,".

On page 13, line 14, cancel "Further, additional" and substitute
therefor --Additional--.

On page 13, lines 18-19, cancel ", respectively,".

On page 13, lines 19-20, cancel ", respectively,".

On page 13, line 23, cancel "for reserving" and substitute therefor --
to reserve--.

On page 13, line 23, cancel ", respectively,".

On page 14, line 1, cancel "an" and substitute therefor --An--.

On page 14, line 1, cancel ", respectively,".

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On page 14, lines 2-3, cancel ", respectively,".

On page 14, line 5, cancel ", respectively,".

On page 14, line 10, cancel "whereby" and substitute therefor --
wherein--.

On page 14, line 12, cancel "A" and substitute therefor --The--.

On page 14, line 13, cancel ", respectively,".

On page 14, line 15, cancel "laps" and substitute therefor --lapse--.

On page 14, lines 17-18, cancel ", respectively,".

On page 14, line 22, cancel "are" and substitute therefor --is--.

5 On page 14, line 23, cancel the "." and substitute therefor a --:--.

On page 14, line 24, cancel "A result" and substitute therefor --
Result--.

On page 14, line 25, cancel ", respectively,".

10 On page 14, line 27, cancel "A service" and substitute therefor --
Service--.

On page 15, line 1, cancel "An agent" and substitute therefor --
Agent--.

On page 15, line 2, cancel ", respectively,".

On page 15, line 2, insert a --,-- after "AKE".

15 On page 15, line 4, cancel "an" and substitute therefor --the--.

On page 15, line 5, cancel ", respectively,".

On page 15, lines 11-12, cancel ", whereby" and substitute therefor
--. As such,--.

On page 15, line 12, cancel "or" and substitute therefor --of--.

20 On page 15, line 13, cancel ", respectively,".

On page 15, line 16, cancel "a" before "text".

On page 15, lines 17-18, cancel ", respectively,".

On page 15, line 18, cancel "a".

On page 15, line 18, insert --AKE-- after "equipment".

25 On page 15, line 22, cancel "are" and substitute therefor --is--.

On page 15, line 23, cancel ", respectively,".

On page 15, line 25, cancel "a" and substitute therefor --the--.

On page 15, line 25, cancel "an".

On page 15, line 25, insert a --,-- after "aufi".

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On page 16, lines 6-7, cancel ", respectively,".

On page 16, line 8, cancel "a".

On page 16, line 8, insert a --,-- after "si".

On page 16, line 8, insert a --,-- after "addressed".

On page 16, line 9, cancel "an".

On page 16, line 11, cancel "For example, an agent" and substitute therefor --Agent--.

On page 16, line 12, cancel ", for" and substitute therefor --. For--.

On page 16, line 12, insert --is inserted-- after "3".

10 On page 16, line 18, cancel ", respectively,".

On page 16, line 19, cancel "an".

On page 16, line 25, insert a --,-- after "can".

On page 16, line 26, insert a --,-- after "nonetheless".

On page 16, line 28, cancel the "," and substitute therefor a --;--.

15 On page 16, line 29, insert a --,-- after "namely".

On page 17, line 4, cancel the "," after "KE(X)".

On page 17, line 5, cancel "whereby" and substitute therefor --wherein--.

On page 17, line 8, cancel "this".

20 On page 17, line 10, cancel "comprised" and substitute therefor --incorporated--.

On page 17, line 12, cancel "which".

On page 17, line 13, cancel ", respectively,".

On page 17, line 19, insert --wherein-- after the ",".

25 On page 17, after line 20, insert the following paragraph:
--Although the present invention has been described with reference to specific embodiments, those of skill in the art will recognize that changes may be made thereto without departing from the spirit and scope of the invention as set forth in the hereafter appended claims.--